

Paper reference

20161K

**Pearson BTEC Level 3
Nationals Extended Diploma**

Information Technology

**UNIT 14: IT Service Delivery
(Part B)**

Window for supervised period:

Wednesday 11 January 2023 - Wednesday 25 January 2023

Supervised hours: 8 hours

You must have

Outline_Service_Strategy.rtf

Define_IT_Service_Catalogue.rtf

IT_Service_Management_Implications.rtf

You will be given

Information Booklet.

THIS PACKAGE CONTAINS 1 COPY

A4 Modification 18pt BOLD

**You MUST NOT use the standard version of the question paper
with this modified question paper.**

**The modified question paper may contain differences to the
standard question paper.**

These differences are part of the modification process.

**ALL components of the examination that the candidate
attempts MUST be returned with the candidate's question paper.**

This includes any answer booklets and diagram booklets.

**Any component not returned will remain unmarked and could
impact on the grade received by the candidate.**

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